

"We Help Put America Through School"

SFA University Service Delivery & Learning Consultant Role Description

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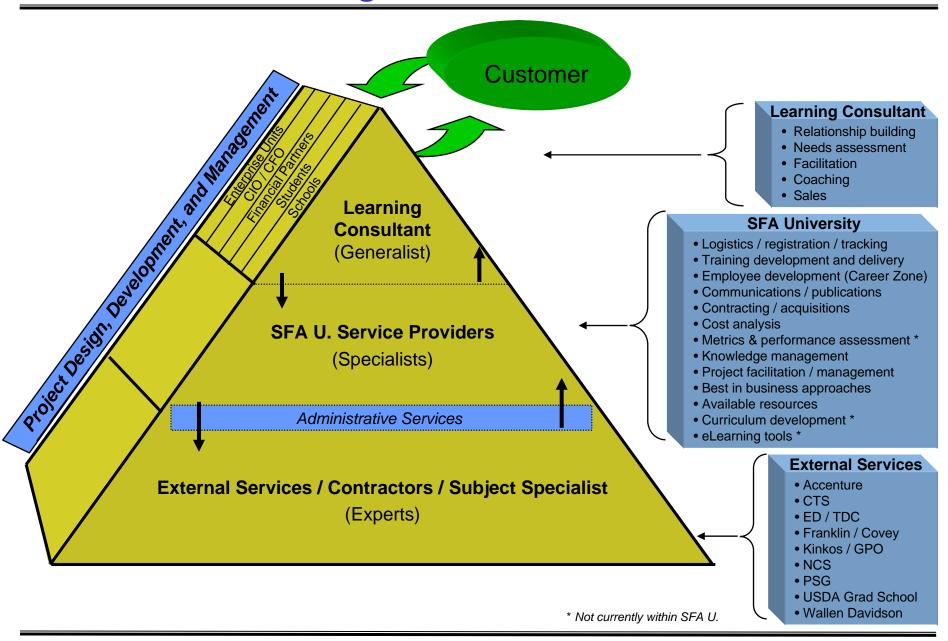
The learning consultant role description includes:

- Learning consultant overview illustration
- Roles and relationships
- Learning consultant development phases
- Estimated deployment timeline and workplan

Fundamental learning consultant goals:

- Develop and maintain relationships with teams and units within SFA to determine their learning needs
- Recommend approaches/solutions to address learning needs
- Gather feedback on selected learning products and services

Learning Consultant Overview



Roles and Relationships

Customer

• Work with learning consultant to identify learning needs

Demand

Supply

Learning Consultant

- Provide link between SFA U. and channels/business units
- Identify employee or team needs and offer appropriate solutions
- Understand SFA University offerings and their applicability throughout the organization, particularly in assigned areas
- Understand the customer's business
- Manage relationships and "accounts" with teams/areas
- Know processes involved in delivering SFA U. services
- Serve as customer relations representative, communicating SFA University's offerings to other areas within SFA

Demand

Supply

SFA University Service Providers / Specialists

- · Serve as learning professionals within SFA
- Provide specialized knowledge or experience to learning consultants and their customers
- Determine which capabilities and services will best address the customers' needs
- · Arrange for expert's participation in activities, as necessary

Demand

Supply

External Services / Experts

- Offer knowledge or expertise outside the scope of SFA University
- Assist in the design, development, and/or delivery of performance support and solutions

Development Phases

Phase 1 Selection

- Identify required learning consultant capabilities
- Select learning consultants

Core Characteristics

- Customer focused
- Service oriented
- · Highly motivated
- Detail oriented
- · Independent work style
- · Committed to the PBO
- Approachable
- Quick learner
- Strong interpersonal skills
- Team player
- Trustworthy
- Persistent

Phase 2 Training

 Train learning consultants in basic skills and competencies necessary to serve in this role

Capability Development

- Build customer relationships
 - Understand business
- Active listening
- Manage relationships
- Conduct meetings
- Needs assessment
- Project design, development, and management
- Knowledge of SFA U. programs and services
- Knowledge of the customer's business
- Metrics
- Facilitation
- Communications

Prepare for partnership
Training of teams with LC

Phase 3

Partnership

- Partner with performance consultants to gain access to SFA scorecard teams
- Attend scorecard sessions
- Develop skills

Capability Development

- Establish personal credibility
- Organize and directs quality work efforts
- Drive to add value
- Analyze and solves poorly defined problems
- Build and applies skills and capabilities
- Maximize team's performance

Mentoring
Coach learning consultants
Begin delivery of services
Gather feedback on services

Phase 4 Integration

- Combine learning consultant and performance consultant roles, creating the SFA U. Consultant position
- Develop mastery of skills

Capability Development

- Set direction and vision
- Manage work
- Motivate and develop people
- Identify, analyze, and solve problems
- Make informed decisions
- Anticipate and handle critical situations
- Measure success to ensure quality
- Measure customer satisfaction

Continually improve services

Estimated Deployment Timeline

